

Hoosier Healthwise

IMPROVING THE HEALTH OF HOOSIERS

What is Hoosier Healthwise?

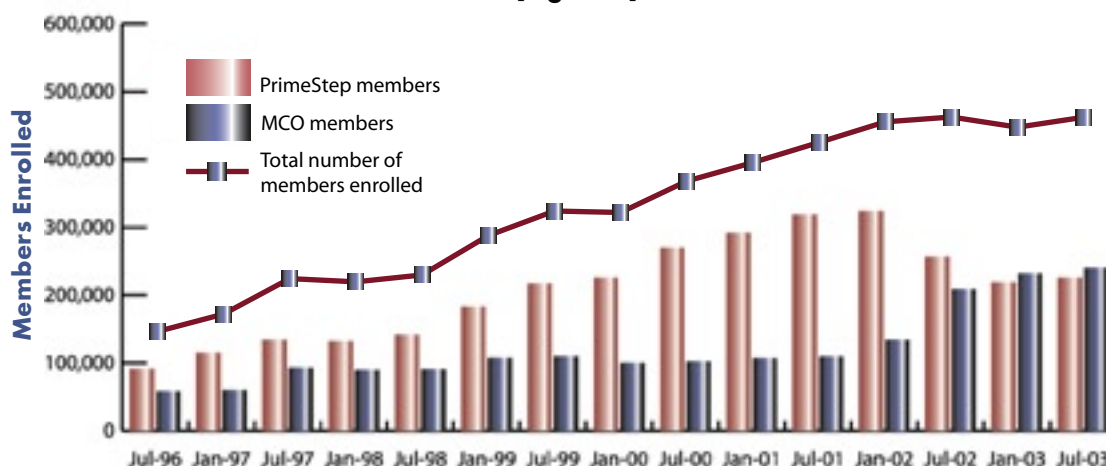
Hoosier Healthwise is the State of Indiana's managed care health insurance program for eligible children, pregnant women and low-income families. Hoosier Healthwise provides Hoosiers with access to primary and preventive health care services.

The Hoosier Healthwise managed care program has provided comprehensive health care to eligible Hoosiers since 1994. As shown below, Hoosier Healthwise has grown steadily since its inception and now provides nearly a half million Hoosiers with a medical home where they can receive health care.



Hoosier Healthwise Managed Care Program Member Enrollment, 1996-2003

[Figure 1]



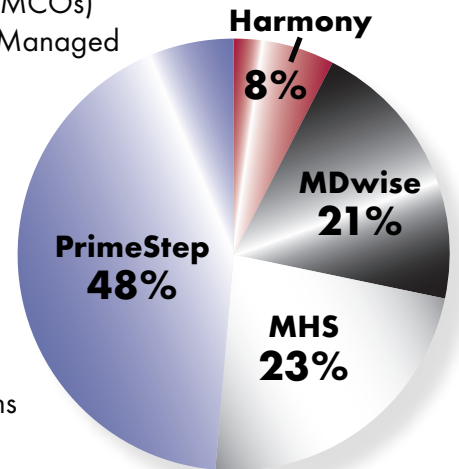
Contents

• Program Overview.....	2	• Section Three: Service and Quality.....	8
• Section One: Member Enrollment.....	3	• Section Four: Improving Health	
• Section Two: Access to Care.....	5	Care For Hoosiers.....	11

Program Overview

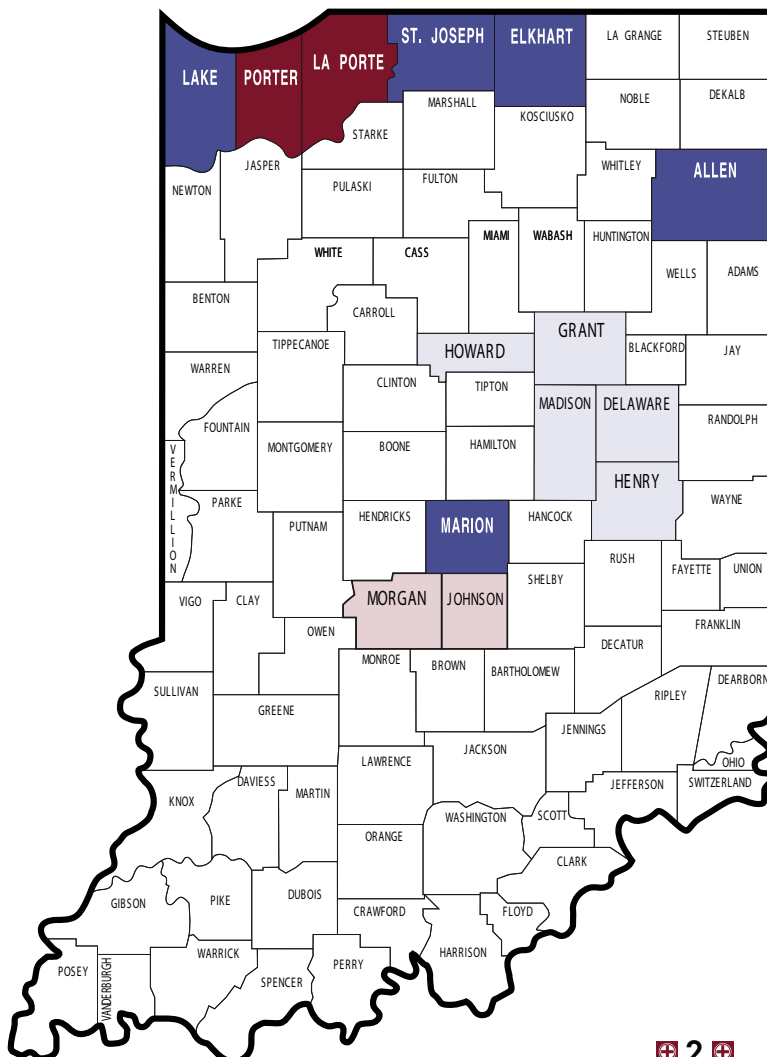
Hoosier Healthwise delivers care through two systems: primary care case management (PCCM) and risk-based managed care (RBMC). In the PCCM delivery system, called PrimeStep, primary medical providers (like pediatricians, general practitioners and other doctors) contract directly with the State. In the RBMC delivery system, primary medical providers contract with one of three managed care organizations (MCOs) serving Hoosier Healthwise members: Harmony Health Plan, MDwise and Managed Health Services (MHS). Both the PCCM and RBMC delivery systems are dedicated to providing Hoosiers with access to quality health care.

The Hoosier Healthwise program has been implemented in phases. During the first phase, Hoosier Healthwise members could choose to enroll in either PrimeStep or in one of the managed care organizations. Historically, the majority of Hoosier Healthwise members have been in the PCCM system. [FIGURE 2] However, during the second phase which began in 2002 in select counties throughout the State, Hoosier Healthwise required members and providers to join one of the three managed care organizations participating in the RBMC program. [FIGURE 3] Increasing managed care organization participation helps the State to provide quality health care, focus attention on certain health outcomes, provide increased continuity of care and more accurately forecast State costs.



Hoosier Healthwise Enrollment by Delivery System (2003)

[Figure 2]



Hoosier Healthwise Mandatory MCO Counties

[Figure 3]

2002 Transition

- Allen & Marion April 1, 2002
- Elkhart & St. Joseph July 1, 2002
- Lake October 1, 2002

Transition Complete

2003-2004 Transition

- Phase 1 (in Northern Region) November 1, 2003
- Phase 2 (in Central Region) March 1, 2004
- Phase 3 (in Central Region) July 1, 2004

The Purpose of this Annual Report Card

The purpose of this annual report card is to summarize the Hoosier Healthwise program's achievements and challenges in areas such as member satisfaction, quality of care, and access to care. By identifying challenges and areas for improvement, and by developing and implementing solutions, the Hoosier Healthwise program will become stronger.

Each year, the State will publish an updated report illustrating the improvements that are being made in providing quality health care to members. The report card will grow and change each year—eventually including managed care organization-specific information—and we encourage readers to provide feedback about how this report can be improved.

(See last page of this report for contact information.)

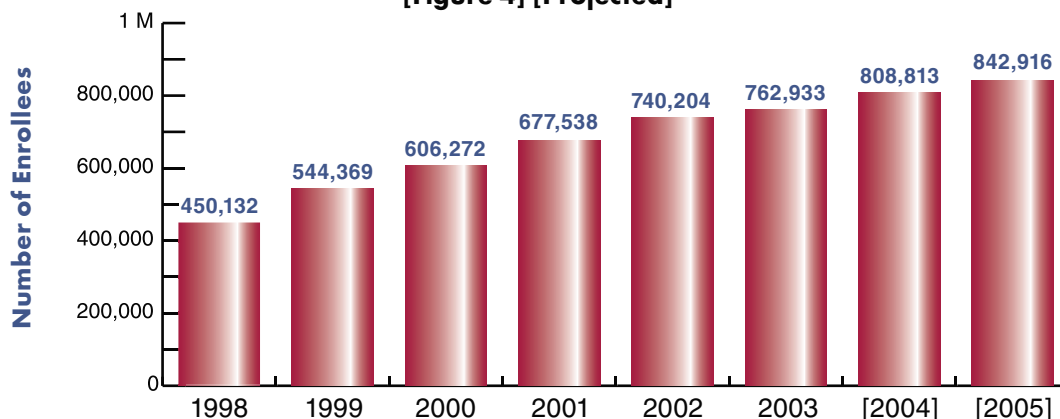
Section One: Member Enrollment and Services

Serving More Hoosiers

More Hoosiers are receiving health care through Hoosier Healthwise each year. Hoosier Healthwise is a combination of Medicaid and the State Children's Health Insurance Program (SCHIP). The State of Indiana projects that Medicaid enrollment will increase by approximately eight percent from 2003 to 2005. [FIGURE 4] Because the Hoosier Healthwise program is part of Medicaid, Hoosier Healthwise program enrollment is also expected to increase.

Indiana Medicaid Enrollment

[Figure 4] [Projected]



Section One: Member Enrollment and Services (Cont'd)

Linking Members and Doctors

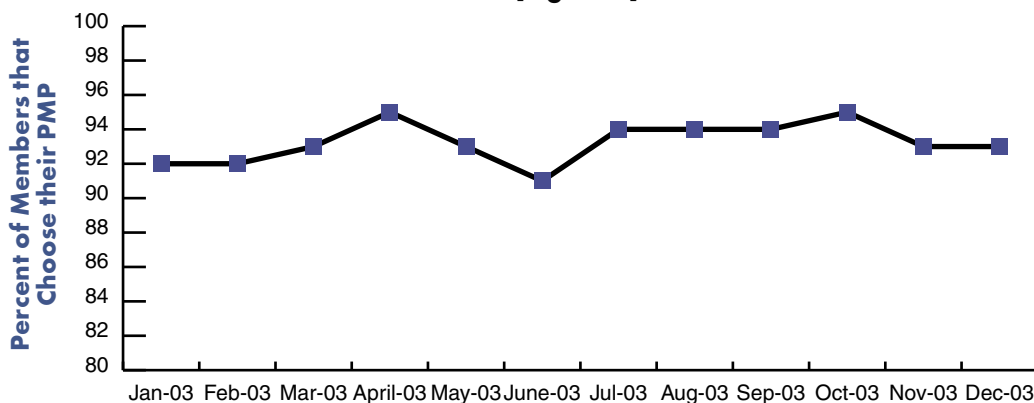
A key goal of Hoosier Healthwise is to link every member with a primary medical provider—a doctor who serves as the members' medical home. Each primary medical provider is responsible for providing or authorizing most primary and preventive services, and for reviewing and authorizing necessary specialty care and hospital admissions.

Each Hoosier Healthwise member has an opportunity to select a primary medical provider. The vast majority of Hoosier Healthwise members have chosen their own primary medical providers. If a member fails to make a choice, the member is given a primary medical provider by the State, as required by the federal government. [FIGURE 5]

Whether members select or are assigned a primary medical provider, they can always choose a new primary medical provider if they would like to change.

**Hoosier Healthwise 2002 Member
PMP Selection Rate**

[Figure 5]

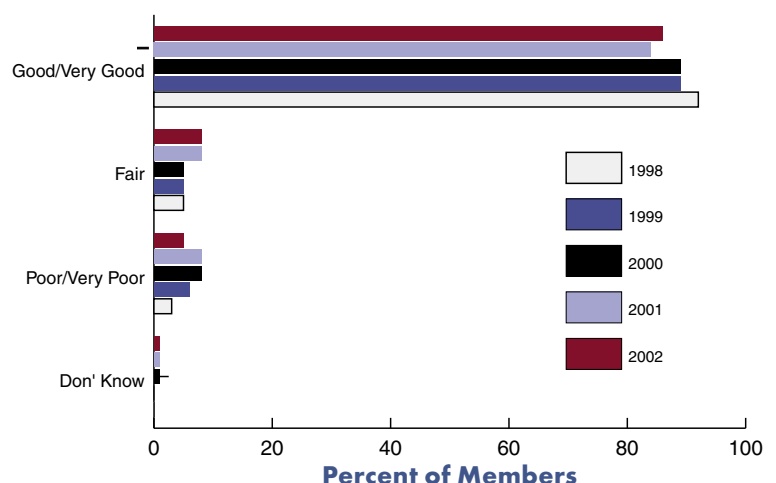


Keeping Hoosiers Happy with their Health Care

“Are Hoosiers satisfied with the health care they receive through Hoosier Healthwise?” This is the question the State asks during its annual survey of Hoosier Healthwise members to assess their attitudes, behaviors and perceptions of the Hoosier Healthwise managed care program. Since surveying began in 1995, the results have been consistently positive—more than 84 percent of members give the Hoosier Healthwise program a positive rating. [FIGURE 6]

**Member Rating of
Hoosier Healthwise Program**

[Figure 6]



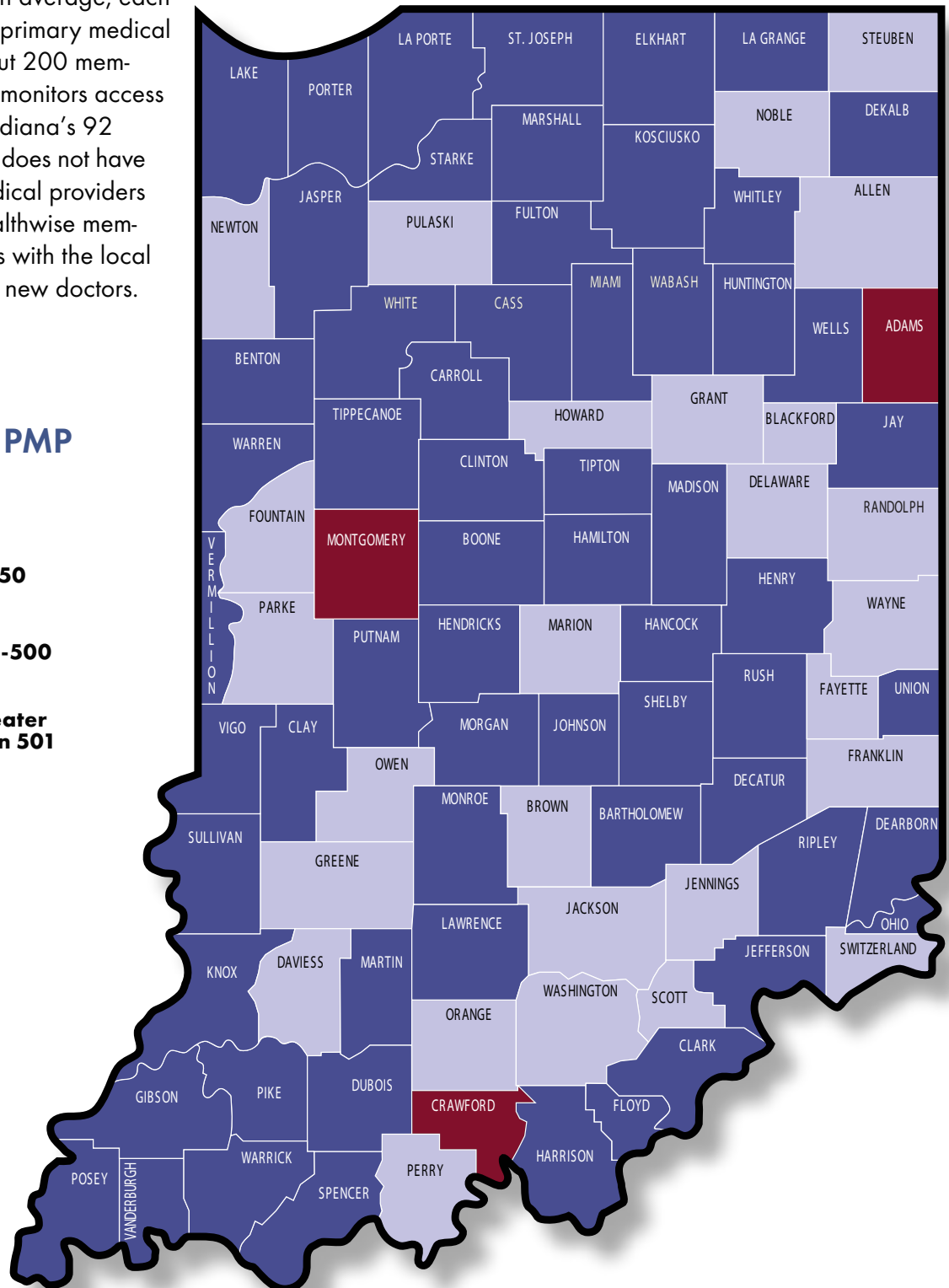
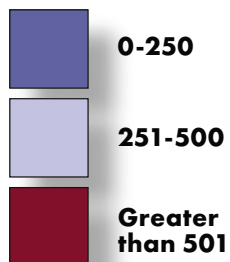
Section Two: Access to Care

Access to Providers

Access to care means that Hoosier Healthwise members can obtain needed health services conveniently and without waiting an unreasonable amount of time for an appointment. One way that the State monitors members' access to care is by monitoring the number of Hoosier Healthwise members for each Hoosier Healthwise primary medical provider. On average, each Hoosier Healthwise primary medical provider serves about 200 members. The State also monitors access to care in each of Indiana's 92 counties. If a county does not have enough primary medical providers serving Hoosier Healthwise members, the State works with the local community to recruit new doctors. [Figure 7]

Members Per PMP

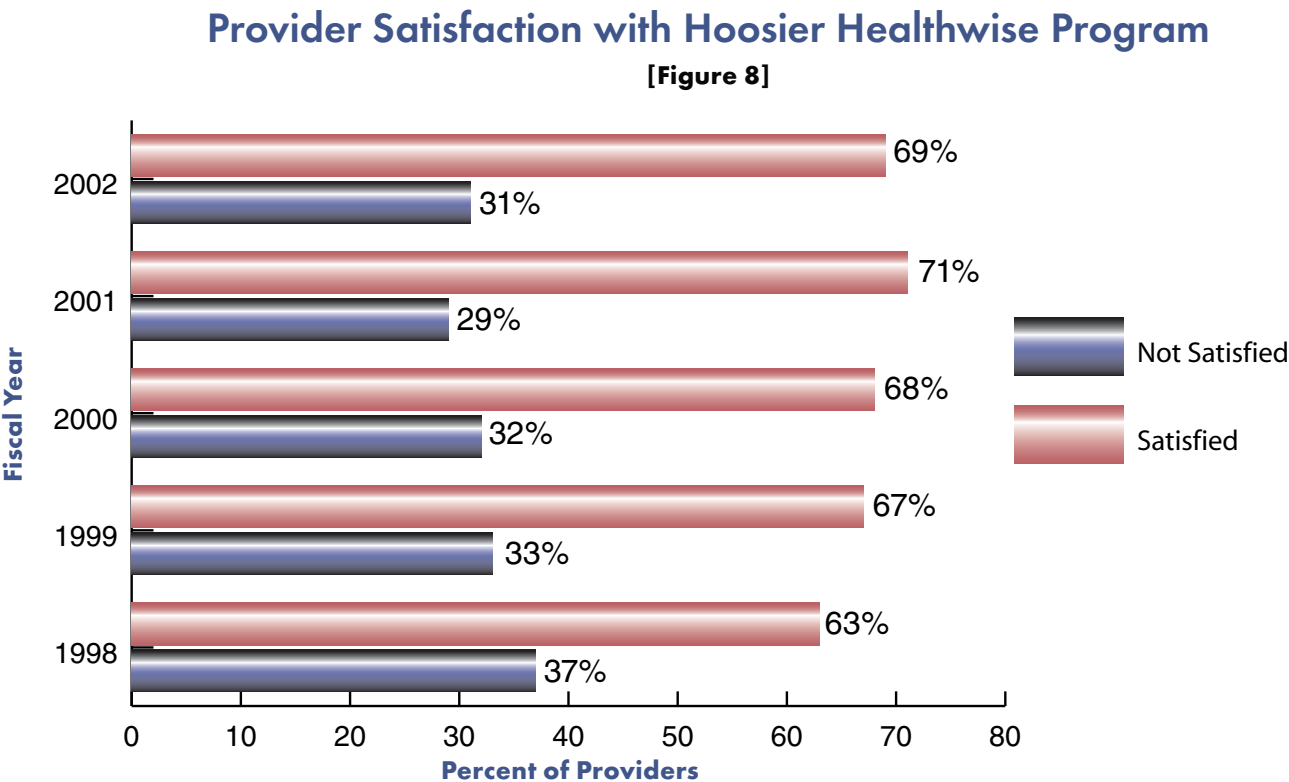
[Figure 7]



Section Two: Access to Care (Cont'd)

Access to Providers

In order to ensure access to care, the State works to keep doctors satisfied with and participating in the Hoosier Healthwise program. Since 1998, the majority of Hoosier Healthwise doctors surveyed said they were satisfied with the program. [FIGURE 8]



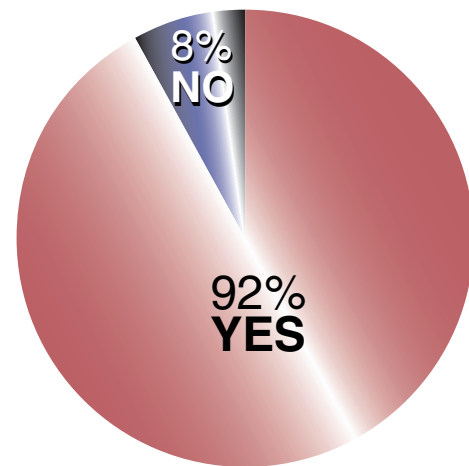
Section Two: Access to Care (Cont'd)

Access To Appointments

"Are members satisfied with their access to appointments?" This is the question the State asks during its annual survey of Hoosier Healthwise members to assess their attitudes about, behaviors in and perceptions of the Hoosier Healthwise program. In 2002, more than 90 percent of Hoosier Healthwise members responded, "Yes," they were satisfied with their access to medical appointments. [FIGURE 9]

The survey also revealed that 75 percent of Hoosier Healthwise members feel they can access specialty care with ease. [FIGURE 10] These results demonstrate that the Hoosier Healthwise program has created a medical home through which members can obtain the specialty care they need.

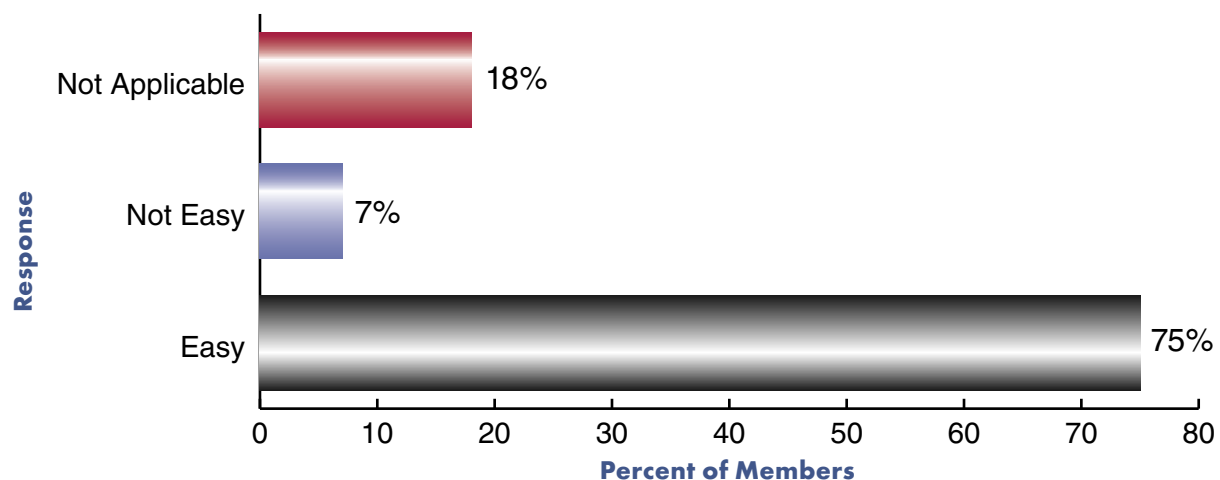
Are Hoosier Healthwise Members satisfied with their access to appointments?



[Figure 9]

Member Ease In Accessing A Specialist

[Figure 10]



Section Three: Service Use and Quality of Care

Monitoring Quality

Providing quality health care is essential to keeping Hoosier Healthwise members healthy. To assess the quality of care provided to members, the State compares Hoosier Healthwise program performance against the performance of other managed care programs in the United States using information from the National Committee for Quality Assurance (NCQA). The graphs below summarize Hoosier Healthwise’s 2002 performance in four areas that are highly relevant to the Hoosier Healthwise population, which is comprised of primarily women and children. While some measures show that Hoosier Healthwise program performance is excellent, other measures identify areas needing improvement.

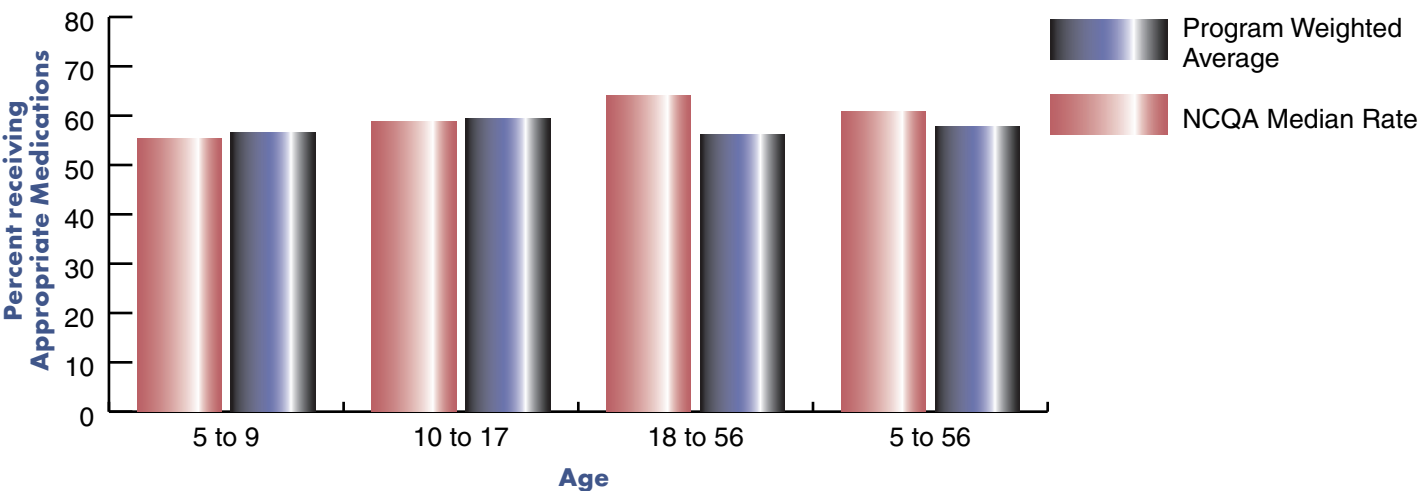
(For this report a program weighted average is being reported. This is an average of both the PrimeStep and Managed Care Organization Delivery Systems.)

Appropriate Use Of Asthma Medications:

Through appropriate use of medications, Hoosier Healthwise members with asthma can prevent or decrease the number of asthma attacks. This, in turn, results in fewer emergency room visits and unnecessary hospitalizations. Hoosier Healthwise exceeded the national median rate for two age cohorts for this measure. [FIGURE 11] Next year, the State will strive to have an even higher proportion of members using asthma medications appropriately and preventing more serious health problems.

Appropriate Use of Asthma Medications

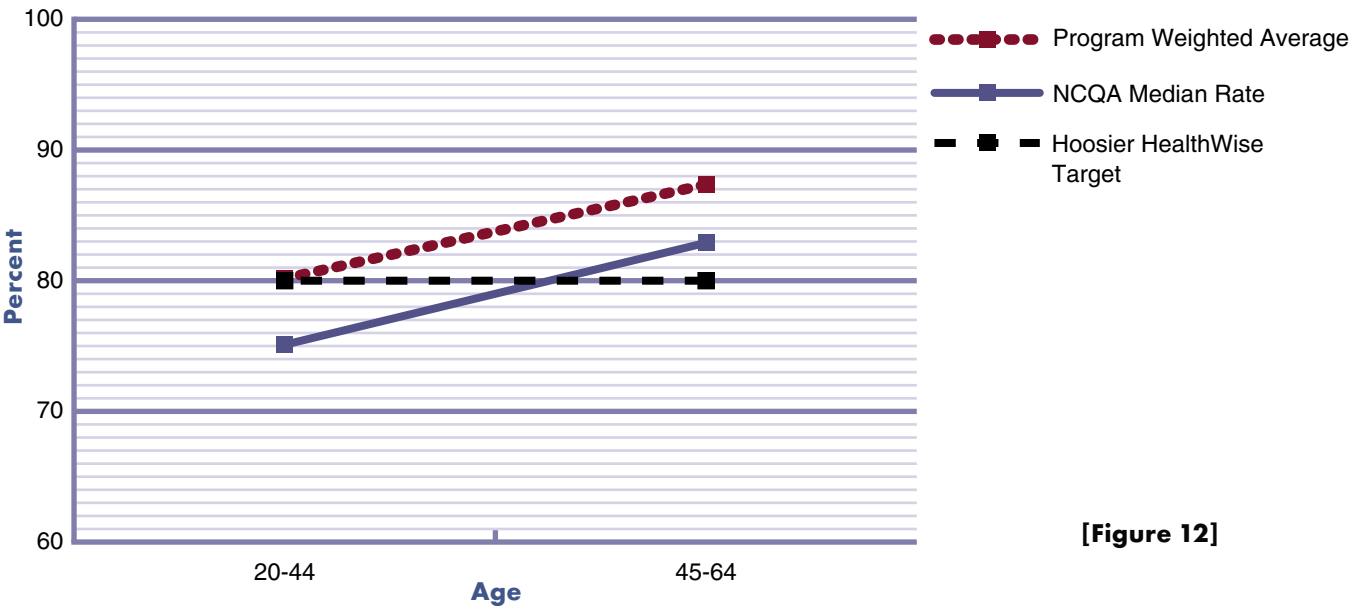
[Figure 11]



Section Three: Service Use and Quality of Care (Cont'd)

Adults' Access To Preventive/Ambulatory Health Services:

By having appropriate access to preventive and ambulatory health services, adult members can avoid more serious illnesses. Again, Hoosier Healthwise exceeded the national median rate for this measure, [FIGURE 12] and Hoosier Healthwise will raise the goal for future years.

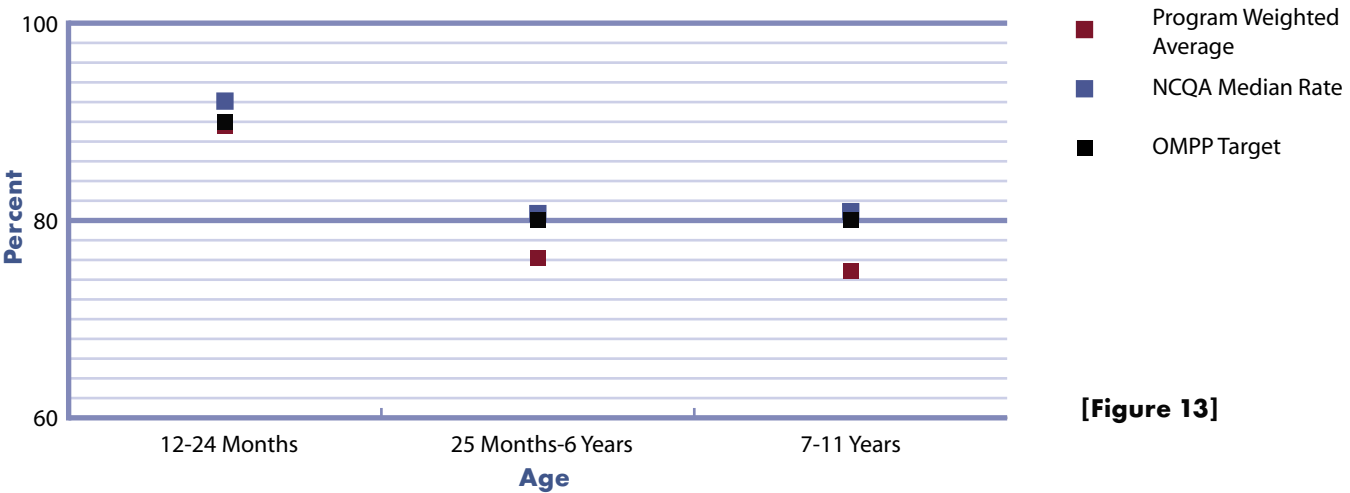


[Figure 12]

Children's Access To Primary Care Practitioners:

Children need to see their primary medical provider regularly to receive preventive care and have their development monitored. The Hoosier Healthwise program did not meet its 2002 target or the national median rate for this measure. The State will work with the Hoosier Healthwise Managed Care Organizations to increase performance and meet its target in the upcoming year. [FIGURE 13]

Children's Access to Primary Care Practitioners



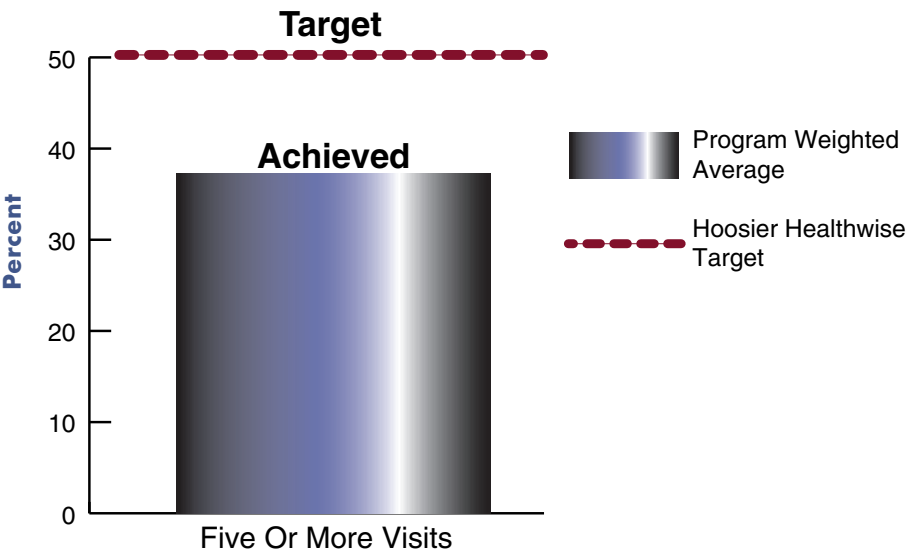
[Figure 13]

Section Three: Service Use and Quality of Care (Cont'd)

Babies need to see the doctor regularly during their first fifteen months of life to receive timely immunization shots and have their development monitored. Hoosier Healthwise did not meet its 2002 target or the national Medicaid median rate for this measure. The program is working to ensure that children get their well-child visits. Hoosier Healthwise is implementing a comprehensive program to educate parents and providers about the importance of well-child visits. [FIGURE 14] Additional information about this initiative can be found at: www.healthcareforhoosiers.com.

Well-Child Visits in the First Fifteen Months of Life

[Figure 14]

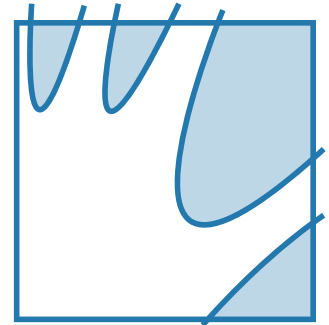


Section Four: Continuing To Improve Health Care For Hoosiers!

Steps To Improve Hoosier Healthwise

This report shows the success of the Hoosier Healthwise program in several areas; however, it also shows areas for improvement, which the State will continue to address. Current efforts to improve the Hoosier Healthwise program include:

- Implementing an initiative to increase well-child visits for children 0 to 15 months
- Working with the managed care organizations to increase immunizations for Hoosier Healthwise children
- Reviewing managed care organization performance to ensure that quality health care is being provided to members
- Continue to add new counties to be served by risk-based managed care organizations
- Offering eligible members assistance through the Indiana Chronic Disease Management Program, which gives members with chronic conditions, such as asthma and diabetes, access to patient-focused resources to help them manage their chronic conditions. (For more information about the Indiana Chronic Disease Management Program, please visit: www.Indianacdmpprogram.com.)



**Indiana Chronic Disease
Management Program**

866-311-3101

What To Expect In Future Annual Reports

With each year, the Hoosier Healthwise program continues to grow and improve. The goal in the coming years is to demonstrate, through this report, the progress made in addressing areas for improvement and to share our ongoing successes and challenges. Next year, the report will include:

- Performance data specific to each of the Hoosier Healthwise risk-based managed care plans
- New performance measures, such as prenatal and post partum care

Suggestions And Comments

The State is committed to providing useful Hoosier Healthwise program information to the public. If you have suggestions for improving this publication, please email your comments to:

managedcare@fssa.state.in.us.

If you would like more information about Hoosier Healthwise, please refer to the Hoosier Healthwise website:

www.healthcareforhoosiers.com

or call: 1-800-889-9949.



PrimeStep

(800) 889-9949

Harmony

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MDwise

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MHS

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